



June 20, 2014

This week's edition includes important information I want to share with you:

- **Targeted Provider Rate Increases Starting July 1, 2014:** The new rates reflecting targeted rate increases (as referenced in *Open Line* two weeks ago) are viewable on all calendars added to Provider Claims Processing (PCP) beginning this week. Please remember these new rates will be effective for services performed after June 30, 2014; not for services performed prior to July 1, 2014. The new rate schedule for services will be posted on the DIDD website under the file name, "*Available Services FY 2015 Beginning July 1, 2014*" on Thursday, June 26.
- **Timely Billing and Adjustments:** It is imperative providers enter their own billing and adjustments and do so timely and accurately per provider agreement requirements. Providers shall be responsible for immediate notification to the Regional Office of service changes in order to effect cost plan changes and accurate timely billing. Providers should remain aware that billing for services not rendered constitutes fraud.

Effective July 1, 2014, DIDD will no longer accept manual billing or adjustments as providers have three (3) months to enter billing and adjustments into PCP. If you have questions regarding this issue, please contact DIDD_Billing.ACR@tn.gov.

- **Duplicated Adjudicated Claims Reports:** A reminder provider agencies should download Adjudicated Claims Reports (ACRs) within 14 days after notices are e-mailed. After 14 days, these reports are no longer viewable within the secure e-mail system. DIDD has received many requests to reproduce and resend ACRs. To eliminate duplicate work and ease administrative burden of these requests, DIDD will enforce a \$20 charge for each ACR request beginning July 1, 2014.
- **SRVS:** There are some rock stars at SRVS and they have shades to prove it! On June 13, SRVS held a graduation ceremony at their Career Center. Fifteen (15) graduates completed an 8-week soft skills and employment discovery training course. SRVS developed the training modules and curriculum using material from the Office of Disability Employment Policy (ODEP) and best practices based on research and industry collaborations. All 15 graduates are actively seeking employment with the support of SRVS Community Employment Services. Once a person is employed, the graduate will have his or her picture added to the Wall of Fame. The FOX affiliate in Memphis covered the event and the video can be found [here](#).
- **State of Tennessee Employment Consortium (STEC):** On June 12, the State of Tennessee Employment Consortium (STEC) was held in Nashville. An update was provided on the *Employment First* grant and TennesseeWorks, along with the Division of Rehabilitation Services. Guest speakers Troy Allen and Donna Palmer of SRVS Industries in Memphis, discussed SRVS *Employment First* transformation and their successes over the past year. Other topics of discussion included the restructure of staff, individual family meetings, Employment Network, Ticket to

Work, Career Center, job clubs, Vocational Rehabilitation (VR) partnership and community integrated employment placements. The next meeting will be held October 9 from 1:00 p.m.-3:30 p.m. at One Cannon Way in Nashville (275 Stewart's Ferry Pike). For more information, please contact the State Director of Employment & Day Services, Amy Gonzalez, at Amy.Gonzalez@tn.gov.

- **Employment Success Story:** C.S. Patterson signed a Supported Employment Letter of Agreement with the Division of Rehabilitation Services in 2005. With this agreement, the agency set a path to follow the *Employment First* initiative. C.S. Patterson's first supported employment placement occurred with Mike Wicker. Mike is described as a happy individual who loves to meet new people. At the time of his placement, Mike lived in public housing with his mother. After a long illness, his mother passed away and Mike remained in the same home with his older brother. However, after Mike was attacked on a bike in his neighborhood, he and his brother decided it was time for him to move. C.S. Patterson had another man seeking a roommate and Mike transitioned into supported living in 2006. Mike takes great pride in his home and likes for it to be clean and tidy. After work every day, he completes various household tasks.

Mike obtained employment at Ryan's steakhouse in Dyersburg on October 25, 2005 as a dishwasher assistant. Mike enjoyed his job and management was extremely happy to have him as an employee. Mike even prepared to make a career at Ryan's, but it closed down. As Mike had been an exemplary employee, it was not difficult for him to find new employment.

On February 25, 2008, Mike began work at Country Mart as a grocery stocker. The Country Mart management team remarked that he does a wonderful job organizing shelves, scanning aisles at the store, picking up stock left by customers and putting it back in the correct location. He also removes stock to clean shelves and replaces it neatly. Most employees are excited about holidays off work; however, Mike always asks his boss if he can work holidays. Management is very complimentary of the work ethic he exhibits each day.



Mike is a true example of how work can change someone's entire life. He has worked consistently for almost 9 years and does not require a job coach. Mike loves to work and rarely misses a day. Congratulations Mike and keep up the great work!

- **Interdisciplinary Treatment for Persons with Dual Diagnoses:** Two programs for interdisciplinary mental health care (primary care, psychiatry, psychotherapy, case management) have been identified for the Middle Region. These programs, while designed for the typical population, are also likely to benefit persons supported through DIDD. The department has made arrangements to pilot these programs with a small number of people who have been unsuccessful with less integrated services. If you support a person who you think may benefit from these services, please contact Dr. Bruce Davis at Bruce.Davis@tn.gov or 615-852-1194. Some background information will be requested and suitability for the pilot study will be assessed.

- **Participants Needed:** DIDD is collaborating with the University of Memphis in the development of a risk assessment instrument called the Behavioral Severity Index (BSI). The BSI will provide a standard way of assessing risk that allows for better placement guidance, risk reduction and treatment. We are seeking to collect data for several hundred persons supported so that we can refine the instrument and have a normative group for comparisons. Persons supported across all service levels and levels of risk are needed. Participants completing the instrument need to be program level staff. Each participant will receive training on the instrument and code numbers will be assigned for each participant to protect confidentiality. This project has been approved by the Institutional Review Boards of the University of Memphis and DIDD. If interested, please contact Dr. Bruce Davis to participate in this important project.
- **Greene Valley Block Party:** Storm clouds parted and clear skies arrived just in time for a summer block party at Greene Valley! The mild temperature was perfect for an evening of southern rock from *Nick Fillers and the Fugitives Band*. Folks had a blast winning prizes at the fish pond game, posing in costume at the photo booth and getting some cool temporary tattoos! Plenty of popcorn and watermelon were available as well as cotton candy provided by the East Tennessee Community Homes (ETCH). Frigid Frog was back by popular demand and stayed busy throughout the evening serving up its intense flavors of shaved ice and ice cream.



A plethora of colorful helium balloons and constant bubbles floated throughout the crowd, adding to the party atmosphere. Blue Thunder also provided relaxing open air rides around campus (the open air “caboose” was donated years ago by the Parent Guardian Association and is highly used at Greene Valley). The party was a huge success and we thank everyone who put forth an extra effort to make the block party an exciting event for the people supported at Greene Valley and the ETCH.

- **DIDD Training Updates:** The Staff Development team at each regional office is working on a project to identify how each of our providers is utilizing the resources we provide to train staff. Additionally, Staff Development is reviewing Relias reports on completions and compliance as well as identifying agencies that have chosen to train in classroom settings rather than using web training and testing. Agencies training in classroom settings are expected to contact their regional staff development department so a review of training materials can be conducted before the end of the next quarter (July–September). Some agencies were previously granted exemptions and all these agencies are due for a review to assure material content reflects changes to the Protection from Harm definitions and the new DIDD Provider Manual.

Changes are also underway for the DIDD training web page to reflect new resources and webinar training videos as well as an archive of training information.

For those interested, a reminder that the Relias User Conference will be held September 23-25 at the Renaissance Hotel in downtown Nashville. Click [here](#) for the agenda and registration information.

- **Greeneville Focus Group:** The next meeting will be held June 24 in the Greene County Skills conference room from 12:00 p.m.-2:00 p.m. Discussion of the employment initiative, “I Wanna Work,” will continue. Friends, support staff, advocates, ISCs and others are welcome. Please RSVP by June 23 to Chaneth.Quemore@tn.gov or jwinters@thearctn.org.

- **Employment First Community of Practice Webinar:** On July 14, Office of Disability Employment Policy (ODEP) Subject Matter Expert Susan Harrell will conduct a presentation regarding Benefits Planning from 1:00 p.m.-2:30 p.m. CST. Susan will discuss where to begin and when to confer with Certified Work Incentive Counselors. In addition, Susan will provide specific scenarios that can be discussed in detail with participants. Along with her presentation, Susan will be available to answer questions pertaining to benefits and employment. To RSVP and for webinar connection details, please contact Betty Chester at Betty.Chester@tn.gov. Please note registration is limited to 25 participants and on a first-come, first-serve basis.

- **West Planning and Policy Council (WPPC):** The WPPC will conduct their next meeting on July 22, 2014 at the Cordova Library (8457 Trinity Road) from 10:15 a.m.-2:15 p.m. CST. This meeting is open to the public, space permitting. For additional information or if you require ADA assistance, please contact Janet Neihoff at 731-423-5889 or Patricia Bernero at 901-745-7304.

Be safe and have a great weekend!

~Debbie